

### Department of Human Assistance

MACF Service Center Overview 4450 East Commerce Sacramento, CA 95834 August 2<sup>nd</sup>, 2017

### Our Services:

Application Processing 1725 28<sup>th</sup> Street Open Lobby

- Medi-CalFresh
  - Face to Face Interviews
  - Telephone Interviews
  - Inbound Phone Calls
  - Tasks Application Follow Up
- General Assistance
  - Face to Face Interviews
  - Tasks Application Follow Up

Case Maintenance / Affordable Care Act 4450 E. Commerce Way Closed Lobby

- Medi-CalFresh
  - Case Maintenance
    - Inbound Phone Calls
    - RRR Processing
    - CF RRR Interviews Outbound Telephone
    - Tasks Case Maintenance & Renewals
- Affordable Care Act
  - Application Processing
  - Inbound Phone Calls
  - Tasks Application Follow Up

# Application Processing 28<sup>th</sup> Street - Green Group

#### Overview:

- Conduct phone and face to face interviews for CF, MA & Combo MACF applications and RRRs
- Process tasks associated with pending applications
- Face To Face same day application processing
- Face To Face Medi-Cal & CF RRR Appointments
- Customer Service Representatives (CSR) in the lobby to assist with walk-in customers

### Staffing:

- Phone Interviews 28 Eligibility
   Specialists
- Face to Face Interviews 7
   Eligibility Specialists

### **Appointment Data:**

- Average of 23 FTF appointments daily
- Average of 91 phone appointments scheduled daily; average no show rate is 32.3%

# Application Processing 28<sup>th</sup> Street - Yellow Group

#### Overview:

- Answer inbound phone calls for pending applications
- Complete tasks associated with pending applications
- Support Green Group with phone or face to face interview appointments as needed
- One phone queue for all languages; 3<sup>rd</sup> party interpreter services utilized as needed

### Staffing:

- Inbound Phones 24 permanent Eligibility Specialists
  - Daily maximum of 5 hours phone time scheduled
    - Adjusted weekly based on staffing, call forecasting needs and workload

#### **Inbound Call Data:**

- Average of 219 calls handled daily
- Average Handle Time is 13:46
- Average Speed of Answer is 1:58
- Average Abandon Rate is 2.9%

# Case Maintenance East Commerce - Blue Group

#### Overview:

- Answer inbound phone calls for case maintenance
- Complete tasks associated with case maintenance
- Complete tasks associated with MA RRRs
- Complete tasks associated with CF RRRs
- Incoming / Outgoing ICTs (Inter County Transfers)
- 3 language lines English, Russian
   & Spanish

### Staffing:

- Inbound Phones 255 permanent Eligibility Specialists
  - Daily maximum of 5 hours phone time scheduled
    - Adjusted weekly based on staffing, call forecasting needs and workload

#### **Inbound Call Data:**

- Average of 1639 calls handled daily
- Average Handle Time is 13:46
- Average Speed of Answer is 0:13
- Average Abandon Rate is 0.4%

# Case Maintenance East Commerce - Orange Group

#### Overview:

- Conduct phone interviews for CF RRRs
- Complete tasks associated with case maintenance
- Complete tasks associated with CF RRRs
- Complete tasks associated with MA RRRs

### Staffing:

- Phone Interviews 46 Eligibility
   Specialists
  - Staff scheduled 4-6 appointments daily

### **Appointment Data:**

- Average of 134 appointments completed daily
- Average No Show Rate is 39.0%

## Affordable Care Act East Commerce - Gold Group

#### Overview:

- Incoming Quick Sort Transfer phone calls from Covered California
- Process follow up tasks associated with ERW pending applications

### Staffing:

- Inbound Phones 2 dedicated Eligibility Specialists
  - Daily maximum of 6 hours scheduled phone time

#### **Inbound Call Data:**

- Average of 5 calls handled daily
- Average Handle Time is 20:45
- Average Speed of Answer is 0:09

### Affordable Care Act East Commerce - Silver Group

#### Overview:

- Answer inbound phone calls from ERW pending cases
- Complete tasks associated with ERW pending cases
- Support ACA Gold Group with inbound Quick Sort Transfer phone calls from Covered California

### Staffing:

- Inbound Phones 30 Eligibility Specialists
  - Daily maximum of 6 hours scheduled phone time

#### **Inbound Call Data:**

- Average of 87 calls handled daily
- Average Handle Time is 17:46
- Average Speed of Answer is 0:20

# Medi-Cal Only Programs East Commerce - Teal Group

#### Overview:

- Incoming referrals for Craig v. Bonta SSI/SSP Discontinuance
- Determine eligibility for specialized programs:
  - Deemed eligible infants
  - DDS waiver
  - ICAMA
  - AIM
  - CDCR
  - Foster Care Referrals

### Staffing:

- Inbound Phones 5 Eligibility
   Specialists
  - 1 Worker of the Day assigned to phones with 1 back up
  - Staff rotate as Worker of the Day (scheduled by supervisor)

#### **Inbound Call Data:**

Average of 5 calls handled daily

<sup>\*\*</sup> Phone queue is brand new; no other stats available at this time

### Eligibility Supervisor

### Day in the life

- Monitor Cisco and Calabrio for schedule adherence.
- Provide weekly feedback forms to staff for their review.
- Review completed tasks by staff to ensure customer service and program adherence.
- Perform call reviews to ensure customer service and program adherence.
- Hold weekly unit meetings for training, dissemination of information and open dialogue with staff.
- Conduct monthly One on One meetings with staff, for coaching and career development.

### First Contact Resolution

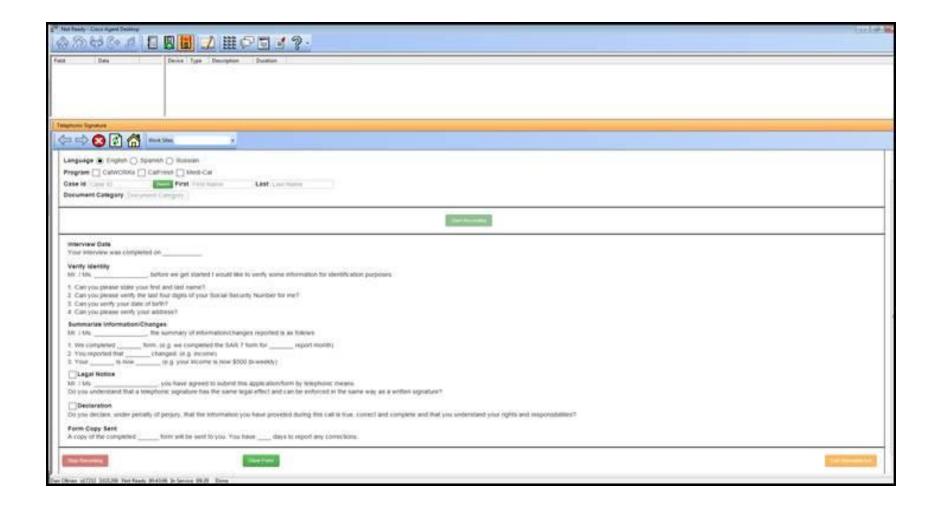
 Assist the customer to the fullest extent on the first contact

No Wrong Door

The "Mom Rule"



### Telephonic Signature

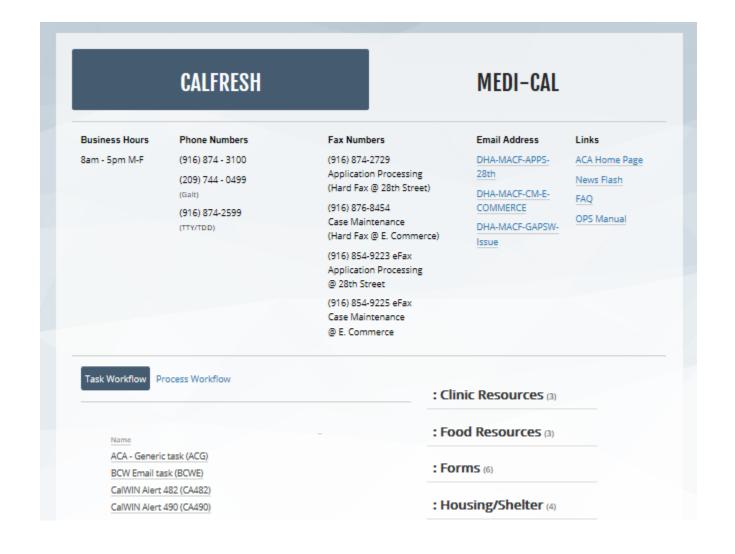


### **Ongoing Training**

- CalFresh Roadshow Training every other month
- Case Review Trainers (CRTs) Training every other month
- Weekly Unit Meetings (1 hour)
- Bureau Meetings Once a month
- Identify Additional Trainings as needed



### Service Center Webpage



### Workflows

Task Workflow

Process Workflow

- Instructions
- Consistency
- Guide for Reviews

Core Business Function	Medi-CalFresh Service Center	Rev 05/2016
Service Center Process	CalWIN Alert task (CA)	
Job Roles	Eligibility Specialists (ES)	

#### This process will be followed when a CalWIN Alert (CA) task is received in SMART.

Job Roles	Tasks/Steps		
ES	Receive task		
	<ul> <li>Obtain Case Number and Alert Code from Task Details tab</li> </ul>		
	Most commonly seen alerts:		
	➤ Alert 286 - Hearing Decision-Required Action		
	➤ Alert 489 - DER Results Received		
	Alert 482 - Case Updates Received (from CalHEERS)		
	➤ Alert 490 – EDR Transaction Failed		
	Takes necessary actions in CalWIN		
	Takes necessary actions in MEDS		
	For additional information regarding CalWIN Alerts, workers can access the following folder on the W drive:  O How To's		

#### Additional Requirements to Complete This Process

- Update CalWIN with case comments
  - o Indicate Telephonic signature was used for application process
- · Search SMART by Case # and process any open Service Center MACF tasks
- · Update CalWIN with Case Comments
- · Review impact on shared programs
- Review and clear all alerts (CalWIN and MEDS)
- Review and end date all unnecessary Special Indicators in CalWIN
- Make all requested and/or necessary referrals
- · Review client correspondence in print queue and delete unnecessary NOA's
- · When complete, change task status to "Complete" in SMART
- · Review MEDS in two days to make sure the transactions were completed
- · Check MEDS to ensure County ID includes CalWIN case number
- · Switch back to "Ready" mode in Cisco

### How-To's

### How To Process "DER results received" (Alert 489)

#### **Background:**

Alert 489 "DER results received" is generated when eligibility determination results are received from CalHEERS. Alerts will be displayed on Display Alert Summary window in CalWIN and will be assigned to workers via SMART.

#### To process the alert in CalWIN:

- ✓ Go to <u>Wrap Up</u> <u>Display Eligibility Summary</u> window;
- ✓ Enter <u>Case Number</u> and <u>Dates</u>, click <u>Open</u>;
- ✓ On *Display Eligibility Summary* window click on *Individual Details* button;
- ✓ Select <u>Payment Month</u> (01/2014) and click on <u>Medi-Cal</u> tab;
- ✓ Eligibility results for Non-MAGI programs will be displayed;
- ✓ To view the eligibility results for MAGI and/or APTC, click on <u>Health Care</u> button;
- ✓ The following window will be displayed:



### **Current Caseload Information**



Case Type	Count as of August 1, 2017
CalFresh (all)	98,428
CalFresh (NAFS)	73,247
Medi-Cal (all)	241,141
Medi-Cal (w/o Cash Link)	205,804
CalWORKs	28,038
General Assistance	4,777

### Medi-CalFresh Performance Measures

SACRAMENTO Performance Measures - Supervisor > Landing Page

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Home

DHA Performance Measures •

#### Medi-Cal Assistance Program

	Status	Actual	Trend	Target	Red Line	Data Period	Details
Medi-Cal Applications Processed <= 45 days	<u> </u>	93.5%	*	95%	90%	Oct '16	Details
Renewals Processed <= 60 days	<u> </u>	94.6%	<b>1</b>	95%	90%	Oct '16	Details

#### CalFresh



## Customer Service

 Staying connected with our customers

Internal Customer
 Service

External Customer
 Service &
 Community
 Outreach





### Service Center Analyst



- Oversee all Service Center technology
- Complete staffing schedules to ensure adequate phone coverage for call queues
- Oversee daily interview appointment schedules
- Compile Service Center stats for management
- Partner with management to create and implement operational procedures and policies
- Partner with IT Dept. (DTECH) to create technology solutions to streamline Service Center operations
- Other duties as assigned

### Technology

- Calabrio
  - Scheduling
  - Call Recording with Video ScreenCapture
- Cisco Phone Systems (Call Routing)
- Lobby Kiosks
- Northwoods
  - Application ProcessingAppointment and NotificationSystem
- SMART Service Management and Reporting Tool



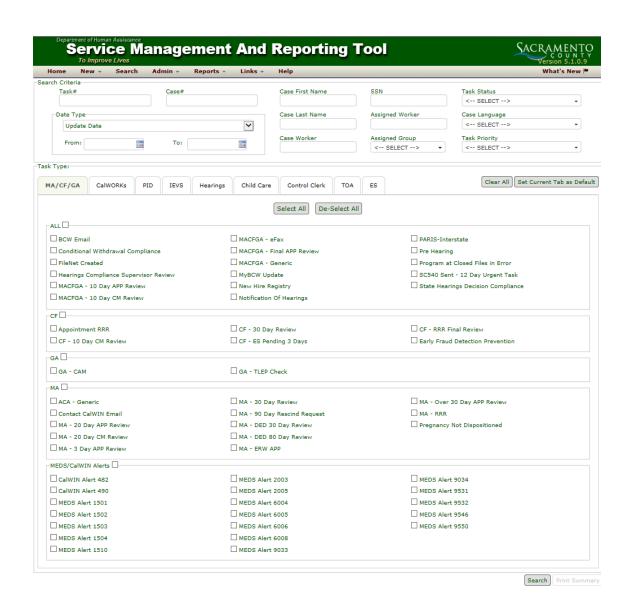
### Workload Distribution: SMART - Service Management And Reporting Tool



SMART was developed by our IT Department (DTECH) to provide support in managing the varied application processing and case maintenance tasks that are distributed to the Eligibility Specialists and Supervisors.

### Tasks Overview

Expedited Services
FileNet / Doc Imaging
Follow Up Tasks
Alerts
Renewal
Appointments
Hearings
Program Reports
MyBCW



# Task Numbers (As of Aug 4th, 2017)

Tasks are assigned daily at 10:00 AM (urgent tasks assigned immediately)

Staff that are out of office do not receive tasks

Tasks stay with the staff member until marked complete

Group	Incomplete Tasks	Staff Available	Average Tasks per Worker
Green / Yellow (Application Processing)	2055	59	34.8
Blue / Orange (Case Maintenance)	13,919	301	46.2
Silver / Gold (Affordable Care Act)	622	30	20.7

### **Contact Information**

### Application Processing 28<sup>th</sup> Street

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### Case Maintenance 4450 East Commerce

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